

Volume 02

August 2000

# Inside Peel

Produced for the employees of the Region

A photograph of a woman with blonde hair, wearing a green shirt, sitting at a table and talking to an elderly woman. The elderly woman is wearing a floral patterned top. They are in a room with a window in the background.

Seniors Services

## *Pushing the* **Quality** *Envelope*

Region of Peel  
Information  
**Superhighway**

Planning for  
**GROWTH**

Parents  
Helping  
Parents

Have a public health related question?  
**Call Health Line Peel**  
SEE BACK PAGE FOR DETAILS...

 **Region of Peel**  
Working for you



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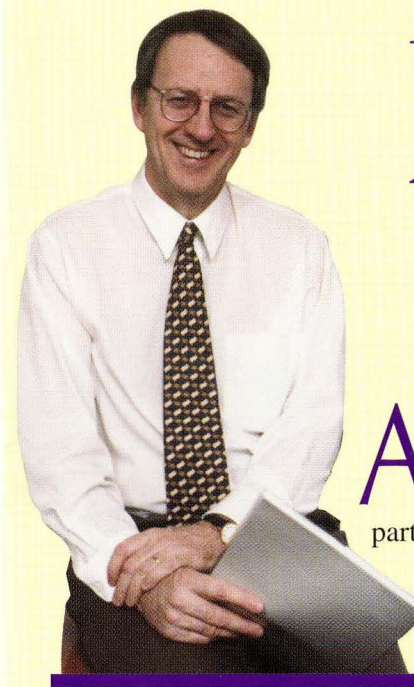
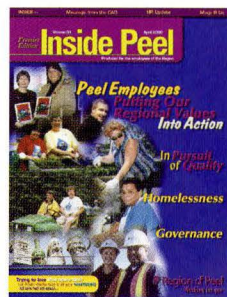
*Your feedback:*

Thanks for your comments about the premier issue of Inside Peel. We appreciate your suggestions and kudos. We hope this issue continues in the spirit of the April edition through coverage of exciting new projects and accomplishments by you and your fellow employees. We decided to continue mailing your copy to your home to encourage you to share your Region of Peel family with your own family. We'll be attaching a survey to the December issue to give you the chance to provide us with some details about your thoughts on Inside Peel.

Produced in April, August and December by Communication Services.

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## Message from the CAO

As the summer days end and fall weather approaches, many of us find that September is a perfect time for signing up for a course or developing a new outside interest. The Region has a number of opportunities in which employees can participate, starting with the United Way Employee Walkathon on Sunday, September 10. This is a great event for you to join with family and friends to kick off the Region's Employee Campaign. Organizers have many activities, including a barbecue, planned for all participants. I encourage you to join us on September 10 for a wonderful event.

Employees also have the chance to serve on a number of corporate committees and events like the Together We're Better Awards, CAO Advisory Committee, Strategic Plan Workgroup and coming soon, the Healthy Workplace Initiative and Toastmasters' Group. These present great opportunities for you to work on a new initiative with people from across the Corporation. Whether you want to volunteer for a few hours to help sell baked goods at a United Way event or whether you want to help organize a special event, speak to your supervisor about getting involved, particularly if this is your first time. By being involved this way, you will be expanding your knowledge of the Corporation, contributing your energy and enthusiasm, and meeting a lot of new friends along the way.

Finally, I'm always looking for your feedback on issues that concern you and your workplace. Please e-mail me at maloneyr@region.peel.on.ca. We can make Peel a better place to work if we work together and respect each other's viewpoints.

Roger Maloney  
Chief Administrative Officer

## HR Update Organizational Development and Education – A Sneak Preview

September is here and it's back to school for many, or in the case of Regional employees, back to a new series of development and education courses. Jan Nevins, the new Manager of Organizational Development in the Human Resources division, is very excited about the Region's new fall Development and Education Schedule.

"We are introducing some new programs which include courses like Project Planning, Introduction to the Internet, and

Exceptional Customer Service," notes Jan.

Some of the new initiatives Jan and her team are working on include on-line computer courses, enhanced leadership development programs, and career counselling services for employees. The new schedule and course outlines will be available shortly. Watch for them on Pathways and on bulletin boards.

If you have any questions or comments on training, development and education programs, please E-mail Jan directly at nevinsj@region.peel.on.ca.



## The Public Sector Network

# The Region of Peel's Information Superhighway

By Joan Endersby

Ribbons of glass are quickly replacing ribbons of steel and asphalt as the most significant transportation infrastructure of the digital age. The Region of Peel has its own "information superhighway" – The Public Sector Network (PSN) that was conceived nearly a decade ago and built, cost-effectively, over that period by the Region, the Cities of Brampton and Mississauga and the Peel Regional Police.

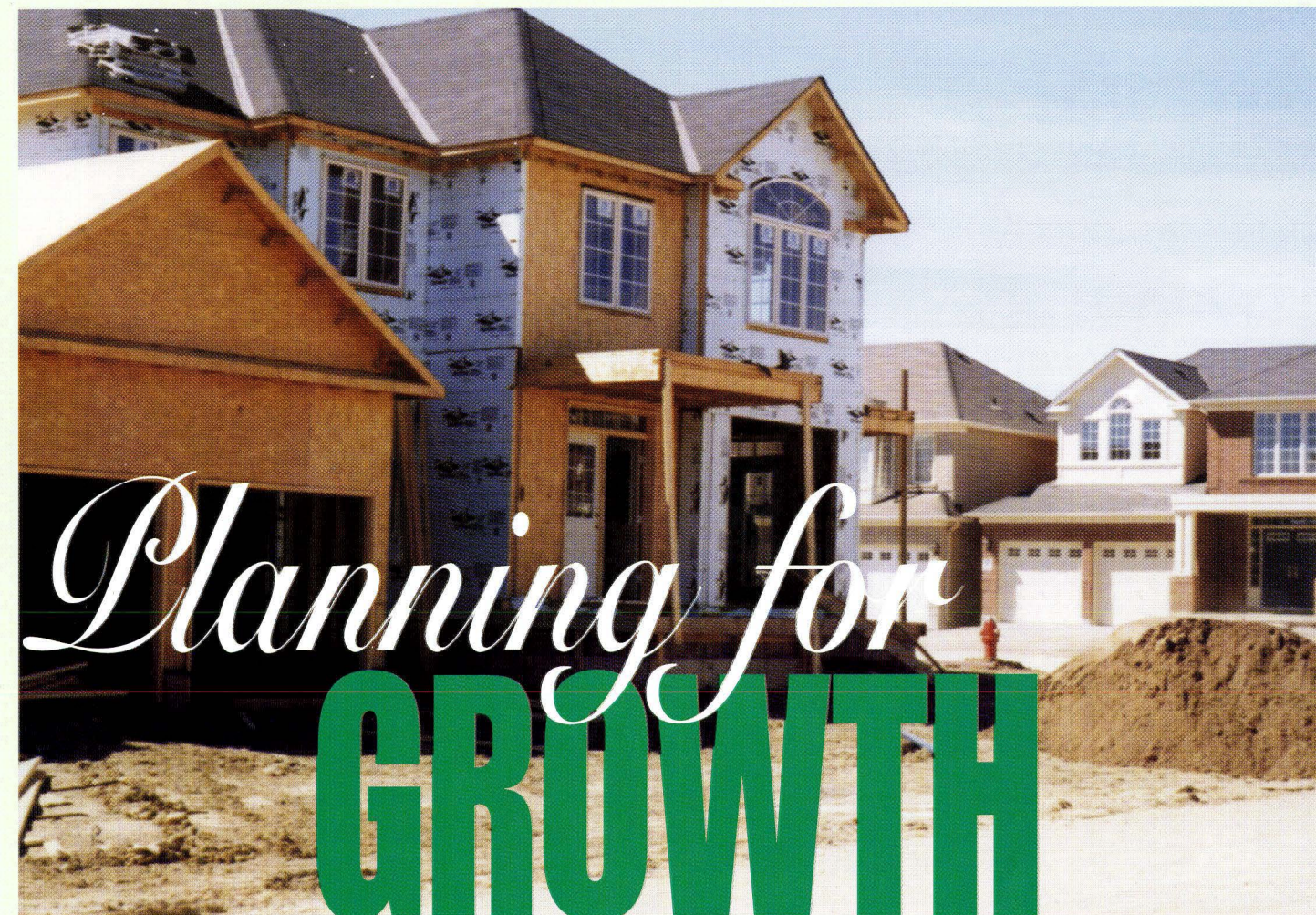
Roy Wiseman, Director of IT Services at the Region, has played a leading role in working with the partners and was recently recognized among the Year 2000 Together We're Better Award winners for his contribution. Roy would be the first to tell you that the Public Sector Network (PSN) is a collective achievement by the partner organizations, their leaders and IT managers who understood the value a powerful network would play in delivering services in the 21st century.

"The Internet delivers a vast array of services to business and consumers – ranging from entertainment products like movies to life-saving medical records. Many of these involve transmitting very large quantities of information that only a fibre network can accomplish,"

informed Wiseman. "If you compare the vehicle and speed capacity of Highway 401 to that of a dirt road in rural Caledon, you can begin to appreciate the vast difference in the amount of information that fibre optic cable can carry compared to traditional copper wire used in telephone lines."

Having a fast information network that can carry large loads of digital information enables the Region to use sophisticated high tech tools available today and for a long time in the future. The PSN more than meets the needs of the partners who have invited other public sector organizations such as hospitals, libraries and schools to connect to and benefit from this powerful business asset.

Roy Wiseman,  
Director of IT Services,  
has played a leading  
role in building the  
Region's Information  
Superhighway



## CONSTRUCTION BOOM IN PEEL

By Cynthia Ulba

The Region of Peel is experiencing explosive growth, as evidenced by the construction boom of the past year, with Peel having the highest total value of building permits issued in the Greater Toronto Area (GTA) in 1999.

According to a report by the Region's Planning Policy and Research Division (PPARD), the value of building permits issued in the industrial, commercial, residential and institutional sectors increased substantially in 1999 over 1998.\*

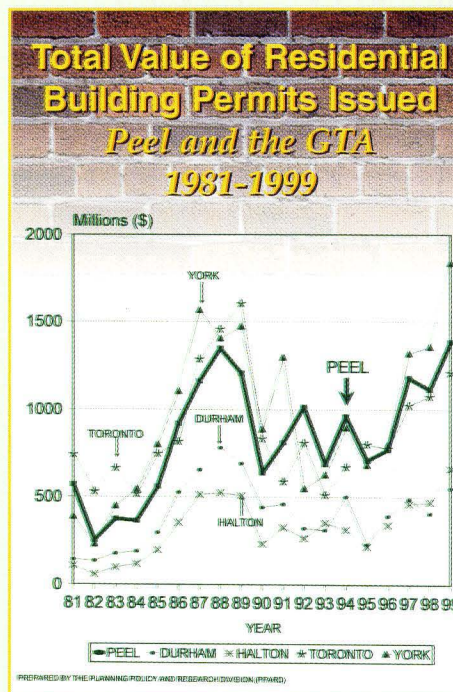
The total value of building permits issued in Peel for 1999 was \$2.596 billion, a 26 per cent increase over the \$2.068 billion recorded during the same

period in 1998. This exceeds the previous peak value of \$2.335 billion recorded in 1998 by \$261 million.

In the GTA, the total value of building permits issued for 1999 was \$9.491 billion, a 24 per cent increase over the \$7.675 billion recorded during the same period in 1998.

Population forecasts estimate that Peel can expect continued growth, at a rate of approximately 19,000 per year over the next 20 years, with an estimated population of 1.52 million in 2031.

\* Based upon data sourced from Statistics Canada and Area Municipal Building Permit Reports, the information is compiled for each region in the GTA, including the City of Toronto and the Regional Municipalities of Peel, Durham, Halton and York.





# EMIL KOLB Connecting People And Building To Last

By Mike Goldrup



and even father-figure to an extended "family" that includes life-long friends and new friends alike.

"I've always enjoyed connecting with people who want to take action to make the community a better place," Emil says. The kitchen table in his country home is where Regional business is often done, and a modern fax machine sits nearby to send and receive documents. "Work happens when it needs to," he says. "It's a privilege to be able to serve my neighbours and represent them in planning on a large scale for more than 30 years."

Spend any time at all with Emil Kolb and you learn something new about him. At a visit to a water treatment plant, he becomes fascinated with the mechanics of a new odour control device and almost loses the tour as he examines the machinery and chats with workers doing the installation. Then it's back for a meeting with staff to resolve a thorny issue. He asks tough questions that bring people back to the important points of the problem and refocuses the group on their task. Later at a black tie dinner in Toronto, he talks about the issues facing Ontario with some of this country's most prominent individuals.

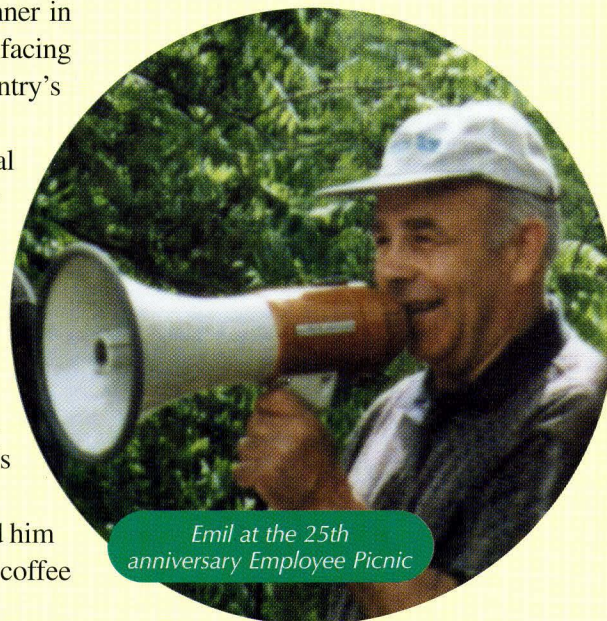
"We have the best municipal system in Canada and I enjoy telling people about that. We're debt-free, we have reserves to address future infrastructure needs and we take pride in reaching a full decade with no tax increases for directly controlled Regional Programs. Our record is unmatched," Emil says proudly.

Then the next day you can find him leaning against a truck with a coffee

intensely interested in a staffer's description of how a new piece of equipment will save time and money on the job. Bottom line is this: there is likely no individual with more insight into the Region of Peel, its people and its place in Ontario than Emil Kolb.

Police services are intensely important to Emil. Limited resources and increased demand for services mean that Police visibility is a cross between strategic planning and the art of making a strong impression. "We rely on our high visibility to act as a deterrent and we work hard to network with community groups to gain their support in creating safe communities," says Emil. Reducing speeding and other traffic offences to keep streets safe is a high priority right now. "The needless suffering and waste that comes from thoughtless drivers is truly a sad story, and we all need to take better care," he said.

One thing is sure, Emil will rally the troops and tackle the challenge.



Emil at the 25th anniversary Employee Picnic

It's a pleasant early morning about 7 a.m. and he's leaning casually against a pickup truck, steam rising from his coffee. "Well I don't know about you folks, but I've been busy since early this morning," he quips, and the Public Works staff he's dropped in to talk to smile at the joke – they all know it's true.

Emil Kolb, our Regional Chair, is a man wearing many hats. Partner in a large and modern dairy farming operation with his son and family in Caledon; Chair and Chief Executive Officer of the second largest municipality in the Province of Ontario; Chair of the Peel Regional Police Services Board; Chair of the Ontario Property Assessment Corporation; representative on the Greater Toronto Services Board; and member of many other initiatives that touch on one aspect or another related to enhancing the quality of life in Peel Region; husband, father, grandfather

## Environmental Friendly Madness

# They Came, They Recycled, They Took Compost

By Donna Kell/Maria Moraca

Picture a seemingly endless queue of vehicles bordering a giant parking lot. The occupants look determined. Is it a big blowout sale? A hockey game?

"They're waiting to get rid of their junk," says Dwayne Cromwell, Supervisor of Depot Operations in Public Works. "There's a morning and afternoon rush, and then it's pretty steady. We keep things moving quickly, though." Cromwell is talking about the Region of Peel's Environment Day.

The process of entering, depositing, picking up and leaving is, in fact, quick and smooth. This isn't by chance. An Environment Day is a highly organized event involving extensive planning and co-operation from large numbers of enthusiastic employees.

Each year, residents come to Environment Day to get rid of recyclable materials, household hazardous materials, such as paint cans and batteries, and pick up garden goodies, such as compost.

They enter the parking lot greeted by a friendly Waste Management staff member. They move along an extensive, highly organized assembly line of drop-off stations for wood and brush, tires, metal and computer equipment. Their last stop is the pick-up stations for compost, composters and blue boxes.

Waste Management employees, clad in hard hats, orange neon vests, gloves



A Public Works volunteer assists residents at Environment Day

and safety boots, take shifts directing traffic, answering questions and offering assistance to the residents.

"We hope the weather holds up. We have to be prepared for the worst possible weather," said Brenda Blain, Technical Analyst in Waste Management.

There is also a concession stand for staff. "I'm in charge of food," said Ginette Caruano, Administrative Assistant in Public Works. "They work so hard all day. Somebody has to feed them."

People exit the parking lot, relieved and thankful their household nasties

have been taken off their hands for recycling or for safe disposal. Now that's a reason to wait in line.

"It's a good feeling to know that these materials aren't ending up in our landfills – especially because most, if not all of them, can be reused," said Cromwell. "Reusable goods are received by Goodwill and Salvation Army."

"Staff put their hearts and souls into making this event successful and worthwhile," said Scott Stewart, Director of Waste Management. "They truly want to make a difference. And they do."

### ENVIRONMENT DAY SPRING 2000 QUICK FACTS BRAMPTON AND MISSISSAUGA

✓ Reusable goods collected for Goodwill, Mississauga	5,400 lbs
✓ Reusable goods collected for Salvation Army, Brampton	5,900 lbs
✓ Number of blue boxes sold or exchanged, Brampton and Mississauga	2,350
✓ Number of composters sold, Brampton and Mississauga	142
✓ Compost given away, Brampton and Mississauga	7,200 bags

### DATES OF 2000 FALL ENVIRONMENT DAYS:

September 9 – Speakman Drive, Mississauga, (QEW and Winston Churchill Boulevard)  
September 30 – to be confirmed (watch for Pathways@Peel announcement)



## The Region's Long-Term Care Facilities

# Pushing the Quality Envelope

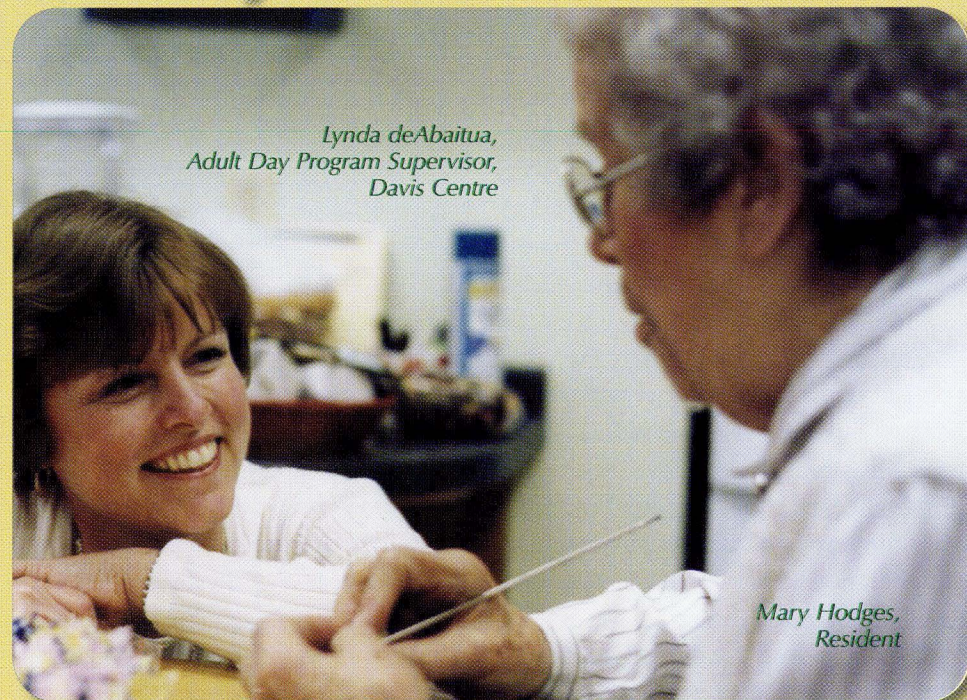
By David Hodkin

It's called Cozi Korner. It's a quiet area away from busy distractions, but within view of staff. It's on the Fountainview unit at Peel Manor in Brampton, one of the Region's three long-term care facilities, and it's the brainchild of Karen Ball, Registered Nurse and unit head.

The issue: a number of residents with compulsive wandering and behaviour problems caused by dementia release their built-up tensions through verbal or physical aggression.

The solution: designate an observable area near the nursing station, install soft lighting, furnish with comfy chairs, mount some speakers on the wall, pipe in soothing music donated by employees and friends, and presto - create a calming, restful environment for the residents.

The Lunch Bunch and the Dance and Drama Group aren't Hip Hop bands - but hip they are. These folks are older adults and people with disabilities who participate in the Adult Day Program (ADP) at the Davis Centre in Bolton. Offered at each of the Region's three long-term care facilities, the ADP provides an encouraging environment for program-goers to participate in activities with others from the



Lynda deAbaitua,  
Adult Day Program Supervisor,  
Davis Centre

Mary Hodges,  
Resident

community and the facility.

"Our clients are encouraged by our staff to be the best they can be," explained Lynda deAbaitua, ADP Supervisor at the Davis Centre. "They are part of the planning. Their input makes them feel like a valued member of the program. It enhances their self-esteem. It is their day."

"Our 'habitat' should resemble a village if you will, with plants and children and animals readily available," said Stefania Kis, Director of Care at Sheridan Villa in Mississauga. "Our seniors need to have a sense of purpose. They need a garden

to tend." Stefania is talking about the Eden philosophy - an idea developed with the Garden of Eden in mind, a process to introduce changes in the environment that foster peace of mind and comfort in the residents.

A team of employees trained in the Eden philosophy has already introduced visiting children, birds, horticulture and music into Sheridan Villa. What's next is redecorating to make the Villa look more like home, reducing the size of the units, and admitting some additional residents of the furry kind - dogs and cats. The Villa staff and residents raise funds for Eden philosophy initiatives.



Donna Clow,  
Peel Manor employee,  
and resident

As these examples show, priority one of Seniors Services is to ensure that residents of the Region's three long-term care facilities enjoy the highest quality of life possible. Achieving this takes a commitment to continuously improving quality of service.

"As a government agency, we play a lead role in continuously challenging the standards in public and private long-term care," said Social Services Commissioner Paul Vezina. "Our ability to deliver high-quality, cost-effective services ensures that the frail and most vulnerable members of our population are being treated with respect and dignity and are receiving the highest possible quality of long-term care when they need it."

Seniors Services' skilled and dedicated employees are vital to success. This year, 12 Sheridan Villa employees celebrated 25 years of quality service. Many others at the Villa, Peel Manor and the Davis Centre, as well as other Regional employees, finish their shifts and return to volunteer more of their time to the residents. Also, the facilities have been hugely successful in attracting several hundred devoted volunteers.

Spirited on by their newly adopted motto, *Accreditation 2001 - Striving for Excellence*, employees from the three facilities and the Region are teaming up to review all aspects of services at the facilities and identify areas that may need beefing up. This is in preparation for an accreditation review by a Canadian evaluation council in February, 2001. Evaluators will check program and service quality

against a set of national performance standards.

"An accreditation rating recognizes us as a provider of high quality services," said Vezina. "This makes us a preferred choice among families looking for long-term care for their elderly relative. It tells them we are among the best."

The push for quality improvement is happening in other ways too.

In May 2000, Regional Council endorsed the replacement of all 477 resident beds in the three facilities with fully adjustable beds to increase the safety, comfort and independence of residents and reduce the risk of injury to both residents and nursing staff. The upgrade will cost almost \$1 million.



Violet Russell  
Resident

Also in May, the province awarded Seniors Services 320 new beds. A joint-facilities team developed the winning proposal for the beds that are to be constructed in two new Regional facilities. Scheduled for operation by early 2003, the new facilities will bring the Region's long-term care bed capacity to 797. One 160-bed facility will be built in Brampton, at Peter Robertson Boulevard and Sunny

Meadow Drive, and the other 160 beds will be constructed in Malton, at Derry Road and Highway 427.

The Region's mission statement includes a commitment to continuously improve delivery of Regional services. Employees and volunteers at the Region's three long-term care facilities live up to the spirit of this commitment as they are continuously striving for excellence.

## The Region's Long-Term Care Facilities

Seniors Services provides long-term care to frail and elderly residents at the Davis Centre in Bolton, Peel Manor in Brampton, and Mississauga's Sheridan Villa. Services are designed to enhance and enrich the quality of life of the residents.

### Resident capacity:

Davis Centre: 65 beds  
Peel Manor: 177 beds  
Sheridan Villa: 236 beds

### Adult Day Programs:

A total of 55 seniors from the community participate in social and therapeutic activities with the full-time residents of the three facilities.

### New beds under development:

160 beds - Malton  
(Derry Road and Highway 427)  
160 beds - Brampton  
(Peter Robertson Boulevard and Sunny Meadow Drive)

### Number of people on waiting list for Peel's three facilities:

1,095



# Parents Helping Parents

By Tatiana Golovanova

On the way to her first visit of the day, Kiran was thinking about little Isabelle and her mother. Both of them had come a long way. Kiran smiled as she remembered the time when Isabelle was a tiny baby and she was teaching her mother how to care for her daughter and what to do when she got sick. Kiran saw Isabelle taking her first steps and saying her first words. Now driving to this family's home, she was looking forward to spending time with Isabelle and her mom again.

Kiran Mangat is just one of 24 Family Visitors from the Healthy Babies Healthy Children (HBHC) program working in the Family Health division of Peel Health. This province-wide program helps parents get the services they may require to ensure optimal development of their children from birth to the age of six. Since it started in 1998, the program has been a great success in Peel.

Most parents are first introduced to the HBHC program when their baby is born, however, some hear about it sooner and are linked with it prenatally. A Public Health Nurse calls each new mother within 48 hours of discharge from hospital to find out how she is doing and if she needs any help with her baby. Often, a new mother requires

some extra support and education and that is when Family Visitors are called upon for assistance.

Kiran and other Family Visitors are trained peer advisors - most of whom have their own children - who act as parents helping parents. They help parents understand what is necessary to raise healthy children. For example, a Family Visitor will assist parents in learning what is normal development for a child and provide suggestions on ways to help the child develop further. On average, each Family Visitor is linked with about 20 families and makes two to four home visits a day. The time spent with the family may vary depending on the needs of new parents. A visit could last as long as two hours.

"Many families I visit are new to Canada and need additional assistance, especially during the baby's first months of life," says Kiran. "Sometimes, I have



to show a new mother how to make the baby's formula or tell her what diapers to buy. In most cases, I teach parents how to play with the child to stimulate proper growth and development. Other areas that we discuss include discipline and parent-child communication."

Family Visitors don't work alone; all of them are partnered with a Public Health Nurse, who is also the Visitor's mentor. Each Family Visitor regularly meets with her mentor to discuss the family and to get some advice or, if necessary, assistance. Last year, Public Health Nurses and Family Visitors made 11,000 visits to assist new parents.

"These partnerships are key to the success of the HBHC program," says Thelma Bozanic, one of the Public Health Nurses and Kiran's mentor. "All families are different and we try to

develop strategies to connect with them and their children to assist them the best way we can."

Kiran works with a diverse group of families, who vary not only by their parenting needs but also by their economic situations. One of her clients is a single teenage mom who is still in school and doesn't have a steady place to live. In addition to teaching this young mother how to care for the baby, Kiran helps her connect with housing and financial resources available in Peel.

"I learned that having trust in the Family Visitor is extremely important for all new parents, but especially for those in difficult situations," adds Kiran. "Sometimes, it's hard to make a connection with a mother as she may be hesitant to accept help or advice either because of the way she was raised or for other reasons. I have

visited families who didn't want to listen, who didn't follow through with safety precautions, who said they knew better. To connect with parents like that requires patience. It can be challenging, but when it finally works, it's very rewarding."

Both Kiran and Thelma say that one of their biggest rewards is watching a mother's self-esteem develop as she learns new skills and gains confidence in her ability to be an effective parent. Thanks to the program, parents don't feel isolated anymore. They also become better educated about parenting, which impacts on their children's well-being. Kiran says that she feels like she is a part of many of her clients' families.

"They look forward to my visits and are eager to share their joy as well as every little progress that their child

makes. What could be more rewarding than seeing a smiling child taking his first steps with his arms stretched out to reach you," Kiran adds.

One of the reasons why the HBHC program is so successful in Peel is that it is able to reach parents of many ethnic backgrounds. Family Visitors represent a number of cultures and provide services in 12 languages. Kiran, for example, speaks Hindi, Punjabi and Urdu fluently and works mostly with South Asian families.

Raising a healthy, happy child is every parent's wish. New scientific evidence shows that how we parent our children in the early years has a long lasting impact on their health, behaviour and well-being later in life. Peel Health's Public Health Nurses and Family Visitors are helping parents in Peel fulfil this wish.

## Three Cheers For Ontario Works In Peel

By Samantha Frost

Providing employment, financial and social support is what Ontario Works in Peel employees do best and their efforts are paying off. More and more Ontario Works in Peel participants are upgrading their education, participating in job training programs, gaining work experience through community and private sector placements and

returning to the workforce.

The chart below shows the number of cases receiving Ontario Works assistance from January to March 2000 compared to the same period in 1999. The good news is Peel's average monthly caseload decline:

- ✓ was 3,104 cases per month (25.7 per cent) lower than for the same period last year;
- ✓ exceeded the 11.5 per cent average

decrease across the province over the same period;  
✓ exceeded the 13.5 per cent caseload decrease for the same period across the GTA.

### Ontario Works Caseload Declined

January 1999 vs. March 2000

	2000	1999	Per cent change
Peel	8,953	12,057	-25.7
GTA (excluding Peel)	84,510	97,146	-13.0
Ontario	244,202	276,052	-11.5

March 23, 2000

Dear Sir or Madam:

Following securing a job with an employment agency, I request the discontinuation of the assistance provided to me by the Ontario Works Act. I shall be starting a full-time job effective March 27, 2000.

I want to take this opportunity to thank the entire Ontario Works in Peel staff working at Millcreek Drive in Mississauga. Most of all, I want to thank my dedicated Caseworker Gail Williams.  
- Ontario Works in Peel participant



# Past Events

**May 13**  
**Brampton Environment Day**

**May 21 – 27**  
**Public Works Week**

**May 25**  
**Region announces plans to build two new long-term care facilities**

**May 27**  
**Public Works Open House**

**June 5**  
**Launch of Health Line Peel**

**June 15**  
**Peel Living Annual General meeting**

**June 26**  
**Technology Day**

**June 27**  
**Breathing Space Campaign launch**

**June 28**  
**Region's 25th Anniversary Book launch**

## Peel Health (905) 799-7700

Call Health Line Peel at (905) 799-7700 to access all public health programs or to report suspected public health risks.

Peel Health programs include:

- Preventing heart disease
- Healthy babies and children
- Children in need of dental treatment
- Public health inspections
- Healthy eating and staying active
- Immunization and disease control
- Children with developmental disabilities
- Sexual health
- Breastfeeding
- Injury prevention
- Volunteer program
- Living smoke-free
- Prenatal classes

By calling (905) 799-7700 you will be able to reach the Medical Officer of Health and the Commissioner of Health. All your inquiries will be handled by one of our public health professionals between the hours of 8 A.M. and 5 P.M.



(905) 799-7700  
[www.region.peel.on.ca](http://www.region.peel.on.ca)  
One line for all  
Public Health services.

 **Region of Peel**  
Working for you

